Revised 3/31/00 replaces 3/12/99 version

Process	*Maintain Receivables*
Process Number	*AR-006*

Description of Process

Maintain Receivables allows you to make changes to open and closed items once they have been posted. Examples are writing off an open item.

Item Maintenance

- Certain fields that effect both open and closed items can be changed, such as payment terms, payment method and due date. Changes effecting customer balances are not allowed.

- In PeopleSoft, the Budget Year ChartField will identify a prior year transaction and a special Entry Type write-off code will map to a surplus account. The maintenance worksheet lets you take care of write-offs and remaining amounts. Maintenance worksheets are built using the customer and item reference ID.

Maintenance Worksheets

- There are several useful tools in the Maintenance Worksheet panel to include/exclude the number of open items in Receivables. The user can write-off outstanding debits and credits or the net remaining balances, and create new items on remaining balances.

- Maintenance Worksheets that are set to "Post Later" will be ready for the Receivable Update process.

- The worksheets can be saved and returned to later in order to review and finalize the accounting entries for the pending items that were created.

- AR balances will be updated after Receivable Update is processed.

- If corrections are needed, you can "Unpost" the posted worksheets or transfer actions and run Receivable Update again. Another method of corrections is to create a Credit Memo or a Debit Memo in Enter Receivables.

- If Receivable Update has not been ran, you can go back into the worksheet and correct the mistake.

Input to Process

Create Maintenance Worksheets

Output of Process

Changes to customer A/R balance.

Service Level Agreement Required? (if yes, provide a brief description)

N/A

PeopleSoft Panel Groups being Used

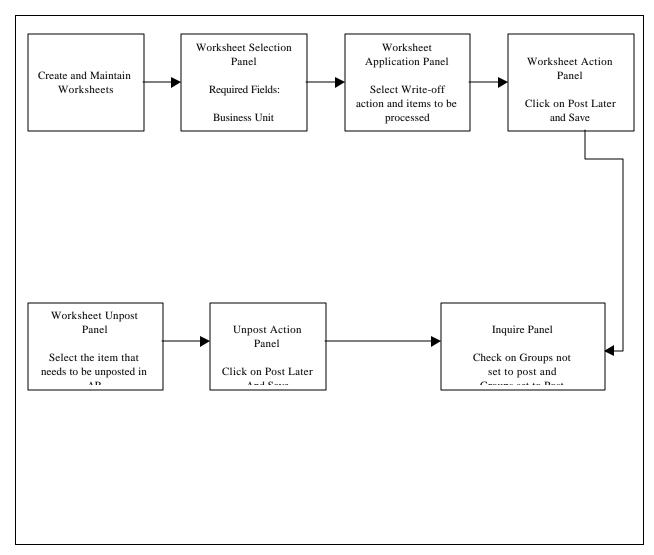| Function	Panel Group
Use	Item Maintenance Most of this information is for informational purposes. Receivable Update is not needed.
	Worksheet Selection Worksheet Application Worksheet Action
	Worksheet Accounting Entries
	Worksheet Error Correction
	Worksheet Group Unpost
	Unpost Error Correction
	Unpost Group Action

Business Process Description

Process Description	Responsibility (Agency/Centralized)
Step 1 Worksheet Selection Build a worksheet by entering information that identifies a customer or item. Press "Build" to build the worksheet or "Clear" to clear the worksheet.	Agency

Step 2 Worksheet Application
 	
Select the open items balance that relates to one/more of the following actions:
 	
➢ Write off existing debits and credits
 	
➢ Write-off a Prior Year Receivable to Surplus
 	
    1. Action of WO
 	
    2. Check on item to WO balance & tab
 	
    3. Double click in Box beside Entry Type & select "PYEAR" Reason Code & Save
 	
    4.   Go to worksheet action & Set to "Post Later"
 	
➢ Write-off a Current Year Receivable
 	
    1. Action of WO
 	
    2. Check on item to WO balance & tab
 	
    3. Double click in Box beside Entry Type & select a Reason Code other than "PYEAR" & Save
 	
    4. Go to worksheet action & Set to "Post Later"
 	
The user has the option of the following:
 	
➢ Sort, limit, and categorize the items and item data that is displayed on your worksheet.
 	
➢ The ability to further process items by selecting WO as the 'Actions'.	

Step 3 Worksheet Action On this panel, the user can: ➢ "Balance" and then Set to "Post Later" ➢ Review the accounting entries for the pending items that were created by the worksheet ➢ Save the worksheet and come back to it later	Agency
Step 4 Inquire Panel Check on Groups not set to post and Groups set to Post	Agency

Step 5 Receivable Update This process is run during nightly processing.	FSS
Step 6 Corrections Check for errors in the following places: ➢ Inquire – Any Item Group ➢ Worksheet Error Correction panel The user can Unpost a group to reverse the completed action that was posted by Receivable Update.	Agency
Item Maintenance This is informational change to the customer's open or closed items but it does not alter the customer balance.	Agency

Forms Used with Process (#)

**Attach sample form(s)

Process Flow Diagram (if appropriate):

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┌──────────────────┐     ┌──────────────────┐     ┌──────────────────┐     ┌──────────────────┐
│                  │     │ Worksheet        │     │ Worksheet        │     │ Worksheet Action │
│                  │     │ Selection Panel  │     │ Application Panel │     │ Panel            │
│ Create and       │ ──> │                  │ ──> │                  │ ──> │                  │
│ Maintain         │     │ Required Fields: │     │ Select Write-off │     │ Click on Post    │
│ Worksheets       │     │                  │     │ action and items │     │ Later and Save   │
│                  │     │ Business Unit    │     │ to be processed  │     │                  │
└──────────────────┘     └──────────────────┘     └──────────────────┘     └──────────────────┘
                                                                                      │
                                                                                      │
┌──────────────────┐     ┌──────────────────┐     ┌──────────────────┐               │
│ Worksheet Unpost │     │ Unpost Action    │     │ Inquire Panel    │               │
│ Panel            │     │ Panel            │     │                  │               │
│                  │ ──> │                  │ ──> │ Check on Groups  │ <─────────────┘
│ Select the item  │     │ Click on Post    │     │ not set to post  │
│ that needs to be │     │ Later And Save   │     │ and              │
│ unposted in      │     │                  │     │ Groups set to Post│
│ AR               │     │                  │     │                  │
└──────────────────┘     └──────────────────┘     └──────────────────┘
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Process Signoff

Tested By
Date Tested